

Emergency Care away from home

Emergency care away from home works just like you were at home. **In an emergency**, you can go to a hospital that is Out-of-Network. Go to the nearest ER, or call 911. If you have a behavioral health emergency, you can call **Mental Health Crisis Services** for free at **1-855-CRISIS-1** (or **1-855-274-7471**). You must still call your PCP and health plan within 24 hours of getting the emergency care away from home.

Show your *TennCareSelect* card when you get the emergency care. Ask the ER to send the bill to *TennCareSelect*. If the ER says no, ask if they will send the bill to you at home. Or if you have to pay for the care, get a receipt.

When you get home, call us at **1-800-263-5479** and tell us you had to pay for your health care or that you have a bill for it. We will work with you and the provider to put in a claim for your care.

Important! TennCare and TennCareSelect will only pay for emergencies away from home that are inside the United States. We can't pay for care you get out of the country.